IN THE CLAIMS

1 (Original). A method comprising:

    receiving a client request for help related to a web page; and

    automatically providing information to remotely access said web page.

2 (Original). The method of claim 1 including automatically initiating a chat session in response to the client request for help.

3 (Original). The method of claim 2 including automatically initiating the chat session with a help service provider in response to the client request for help.

4 (Original). The method of claim 1 including automatically initiating a web page refresh in response to the client request for help.

5 (Original). The method of claim 1 wherein receiving the client request for help includes providing a client agent which obtains a Uniform Resource Locator identifying the web page and forwards the Uniform Resource Locator to a remote processor-based system.

6 (Original). The method of claim 5 further including collecting information about a client and forwarding said information to the remote system.

7 (Original). The method of claim 1 wherein receiving the client request for help includes receiving a client selection of a help icon.

8 (Original). The method of claim 7 including extracting information about a remote processor-based system from said web page.

9 (Original). The method of claim 1 including initiating a chat session between a remote processor-based system and said client.

10 (Original). The method of claim 9 including overlaying a chat dialog box over said web page.

11 (Original). An article comprising a medium storing instructions that enable a processor-based system to:

    receive a client request for help related to a web page; and

    automatically provide information to remotely access said web page.

12 (Original). The article of claim 11 further storing instructions that enable the processor-based system to automatically initiate a chat session in response to the client request for help.

13 (Original). The article of claim 12 further storing instructions that enable the processor-based system to automatically initiate the chat session with a help service provider in response to the client request for help.

14 (Original). The article of claim 11 further storing instructions that enable the processor-based system to automatically initiate a web page refresh in response to the client request for help.

15 (Original). The article of claim 11 further storing instructions that enable the processor-based system to provide a client agent which obtains a Uniform Resource Locator identifying the web page and forwards the Uniform Resource Locator to a remote location.

16 (Original). The article of claim 15 further storing instructions that enable the processor-based system to collect information about a client and forward said information to a remote location.

17 (Original). The article of claim 11 further storing instructions that enable the processor-based system to receive a client selection of a help icon.

18 (Original). The article of claim 17 further storing instructions that enable the processor-based system to extract information about a remote processor-based system from said web page.

19 (Original). The article of claim 11 further storing instructions that enable the processor-based system to initiate a chat session between a remote processor-based system and a client.

20 (Original). The article of claim 19 further storing instructions that enable the processor-based system to overlay a chat dialog box over said web page.

21 (Original). A system comprising:

a processor; and

a storage coupled to said processor, said storage storing instructions that enable the processor to receive a client request for help related to a web page and automatically provide information to remotely access said web page.

22 (Original). The system of claim 21 wherein said storage stores instructions for automatically initiating a chat session in response to the client help request.

23 (Original). The system of claim 22 wherein said storage stores instructions that enable the system to automatically initiate the chat session with a help service provider response to the client request for help.

24 (Original). The system of claim 21 wherein said storage stores instructions that enable the system to automatically obtain contact information identifying the web page and forward said information to a remote processor-based system.

25 (Original). The system of claim 21 wherein said storage stores instructions that enable chat session text to be overlaid over the web page.

26 (Currently Amended). A ~~The~~ method comprising:

receiving information about a web page accessed by a processor-based system; and

using said information to simultaneously access the same web page.

27 (Original). The method of claim 26 including implementing a chat session with the processor-based system at the same time said web page is being accessed.

28 (Original). An article comprising a medium storing instructions that enable a processor-based system to:

receive information about a web page accessed by another processor-based system; and

use said information to simultaneously access the same web page.

29 (Original). The article of claim 28 further storing instructions that enable the processor-based system to conduct a chat session with another processor-based system while said web page is being accessed.

30 (Original). A system comprising:

a processor; and

a storage coupled to said processor, said storage storing instructions that enable the processor to receive information about a web page accessed by another processor-based system and use said information to simultaneously access the same web page.